



Electrify Arlington / HeatSmart Alliance Volunteer Coach Description

Time commitment: 8-hours of training (dates TBD), and 3-5 hours per week per coach (depending on demand and coach availability)

Dates: September 2022-September 2023, with potential to extend

Description:

Electrify Arlington is a community-wide campaign to eliminate Arlington's greenhouse gas (GHG) emissions—the pollutants that cause climate change. The goal of the Electrify Arlington campaign is to power buildings and transportation in Arlington with clean electricity, which is critical to the Town's achievement of net zero GHG emissions by 2050.

As part of this goal, Electrify Arlington seeks 3-4 interested volunteers to support residents in taking advantage of incentives for weatherization and energy efficient heating and cooling technologies, particularly air-source heat pumps. These volunteers will work directly with Arlington homeowners to coach them through the often complex and confusing process of selecting among multiple equipment and installer options. Volunteer coaches should be residents of Arlington.

[Abode Energy Management \(Abode\)](#) will provide volunteers with an in-depth training on heat pump technology, funded by the Town of Arlington. Upon completion of this 8-hour, multi-module training, residents will become official coaches through the [HeatSmart Alliance](#) and gain access to a network of peer volunteer coaches and resources. HeatSmart Alliance is a volunteer group that promotes adoption of low-emissions heating, cooling and related technology in Massachusetts, which developed out of the HeatSmart Massachusetts program sponsored by the Massachusetts Clean Energy Center (MassCEC).

Expectations

Electrify Arlington seeks individuals with a basic familiarity with home heating and cooling systems and installer interactions, and who will interact in a neighborly manner with homeowners. While it is not necessary that the volunteer be an expert, the ideal volunteer has some knowledge of conventional home heating/cooling systems as well as heat pumps. The volunteer should be committed to reducing residential carbon footprints while remaining sensitive to cost, comfort, architectural, and aesthetic concerns.

Volunteers will be expected to:

- Participate in a free, eight-hour training (likely split across multiple sessions);

- Respond to client requests for assistance via email, phone, video-conference, or in-person (if both homeowner and coach choose to do so);
- Consult with clients to assess their goals, and the current situation with their home and existing heating system;
- Help clients understand how heat pumps compare with conventional heating/cooling and water-heating systems, and what questions to ask so that an appropriate system is installed to their satisfaction;
- Guide the clients through the process of getting an energy audit in order to understand weatherization measures that may be appropriate;
- Guide the clients through the process of engaging installers;
- Optionally, assist clients with comparing quotes, understanding the options being offered, and suggesting follow-up questions; and
- Optionally, analyze a home's heating requirements based on past fuel usage.

Application Process

To indicate your interest in this volunteer opportunity with Electrify Arlington, please submit a letter of interest and/or resume to Talia Fox, Sustainability Manager, at tfox@town.arlington.ma.us. Preference will be given to individuals who apply by July 13, 2022.

A member of the Electrify Arlington team will reach out for a follow-up conversation if you are a good candidate for the volunteer position. If you are not selected to be one of the volunteer coaches for Electrify Arlington, there will be many additional opportunities to volunteer with the Electrify Arlington campaign in the coming weeks, months, and years.